Troubleshooting Guide

Supplier Details

System Name	
Help Desk Telephone Number	
Help Desk email	
Branch/Account number (required to log call)	
Help Desk Opening Hours	

Useful Contacts

Your Branch Sponsor for Smartcards is:	
Your Branch Un-locker for Smartcards is:	
CSU ICT Service Desk:	Tel: **0844 800 9982**
	Email: **servicedesk@cmcsu.nhs.uk**
Dispensing Tokens:	Email**: office.services@wcheshirepct.nhs.uk**
	Tel: **01244 650 404** Fax: **01244 650 435**

Troubleshooting
(Please check with Pharmacy Owner and System Supplier before switching anything off)

Locked Smartcards	1. If the program MyID is installed on a PC; Your Branch Sponsor or Un-locker will be able to unlock your Smartcard 2. Contact CSU ITC Service Desk
Smartcard Reader NOT Working	1. Refer to Smartcard Troubleshooting Guide 2. Ask another person to try their Smartcard 3. Try Your Smartcard in a different reader 4. Call your IT System Supplier Helpdesk
The Dispensing computer system is not working	1. Check if other programs are working on the computer 2. Check for Internet and Telephone connection 3. Call your IT System Supplier Helpdesk
Barcode Scanner not working	1. Check the cable is plugged in. 2. Try a different scanner. 3. Type in the GUID 16 character barcode. 4. Call your IT System Supplier Helpdesk
Electronic Prescriptions cannot be retrieved	1. Check that the internet works. 2. Check with the GP Practice that the prescription has been signed and sent. 3. Call your IT system supplier help desk. 4. Signup to the EPS Alert Service to be notified of any EPS system problems **http://nww.hscic.gov.uk/servicemanagement/status/subscribe/**
Dispensing Token and/or Label Printer not working	1. Check toner, cables and power supply. 2. Try a different printer. 3. Call your IT System Supplier Helpdesk.
EPS Prescription Tracker	The Health & Social Care Information Centre (HSCIC) allows any user of EPS to find the status of an EPS prescription – dispensed, cancelled etc. **http://epstracker.cfh.nhs.uk/check.php** You need a Smartcard and the prescription GUID – found under the Barcode

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